

**Performance Measurement 10.1 Percent Manual Rejects
Received Electronically within 5 Hours (DSL not included)**

September	Met	Total	Percent
RESALE	1,413	1,702	83.0%
UNE	230	296	77.7%
UNE COMBOS	2,586	4,041	64.0%
OTHER	83	152	54.6%
TOTAL	4,312	6,191	69.6%

October	Met	Total	Percent
RESALE	1,362	1,696	80.3%
UNE	192	287	66.9%
UNE COMBOS	2,142	4,028	53.2%
OTHER	95	358	26.5%
TOTAL	3,791	6,369	59.5%

November	Met	Total	Percent
RESALE	1,320	1,641	80.4%
UNE	324	654	49.5%
UNE COMBOS	2,544	4,132	61.6%
OTHER	64	108	59.3%
TOTAL	4,252	6,535	65.1%

December	Met	Total	Percent
RESALE	1,795	2,325	77.2%
UNE	344	754	45.6%
UNE COMBOS	2,416	3,484	69.3%
OTHER	97	135	71.9%
TOTAL	4,652	6,698	69.5%

INTERCONNECTION TRUNKING ISSUES

PM 73: Percentage Missed Due Dates – Interconnection Trunks

In Houston in December, SWBT missed the trunk order due dates on four ASRs (for four separate CLECs) requesting a total of 835 trunks. These 835 trunks accounted for 6.6% of the total 12,609 trunks provisioned in December.

Of the 835 trunks for which due dates were missed, the due dates on 691 were missed as a result of workload in the pre-service trunking group in Houston. Seventy-two of the trunks were missed due to central office issues, and the remaining 72 were missed due to translation issues outside the trunking organization. SWBT's Local Operations Center and Network Operations Center are working to improve the Houston performance through steps including joint process improvement sessions and critical date management, as described in the affidavit of William R. Dysart at paragraph 557.

The average installation interval for the statewide aggregate number of trunks with missed due dates is as follows:

**Missed Due Dates
Installation Interval
Interconnection Trunks**

	# of Trunks Missed	Total Interval (Days)	Average Interval
November 1999	3919	153078	39.06
December 1999	3818	170260	44.59
January 2000	3795	154458	40.70
Totals	11532	477796	41.43

PM 78: Average Interconnection Trunk Interval

Performance Measurement 78 measures the average installation interval for interconnection trunks that are ordered within the standard 20-business day interval. Customer-requested due dates outside the standard 20-business day interval are excluded from this measurement. The following are the average customer-requested due date intervals for the months July 1999 through January 2000, which can be compared to the 20-day benchmark.

July 99 37.61
August 99 32.24

September 99 35.18
October 99 22.54
November 99 19.90
December 99 17.23
January 00 25.98

After having been in parity for August, September, October, and November 1999, this performance measurement was out of parity in December. In Dallas/Fort Worth, SWBT had 2 orders out of 9 that did not meet the benchmark, and South Texas 1 order out of 8 did not meet the benchmark. The details on these orders are as follows:

Dallas / Ft. Worth

- C180920 had an interval of 70 days charged to the Switching Control Center - routing translations were incomplete, incorrect, late, or not available to meet a critical date which includes any RCMAC related problems.
- C432930 had an interval of 77 days charged to: Frame Control Center - a previous order upon which the establishment of the circuit is dependent, is not completed or was not completed on time.

South Texas

- C038506 had an interval of 55 days charged to: Switching Control Center - routing translations were incomplete, incorrect, late, or not available to meet a critical date. Includes any RCMAC related problems.

Excluding these three orders, the trunk installation interval for Dallas/Forth Worth would have been 19.29 days and the interval for South Texas would have been 17.43 days.

CUSTOMER NOT READY (CNR)

Although the exclusion for CNR is not specifically listed in the business rules for PM 78, SWBT nonetheless believes the exclusion is applicable. Every other trunking measurement provides for exclusion of customer caused misses, in order to ensure that SWBT's performance is measured without being distorted by actions attributable solely to the CLEC. Accordingly, SWBT believes the omission of the CNR exclusion from the PM 78 business rules was an oversight. A more detailed discussion of the CNR exclusion is set out below, and a table setting out the total exclusions taken for PM 78 from July 1999 – January 2000 is attached.

Definition of "Customer Not Ready"

Customer Not Ready ("CNR") refers to delays resulting from the customer not being ready to perform the cut-over. It covers such things as the customer premise equipment

not being ready or available, and the customer work load not allowing sufficient time to complete the installation.

A CNR situation occurs when the technician contacts the customer to test or turn-up the service and the customer indicates they cannot accept service at that time due to customer stated reasons (e.g., no one available to test with, no termination available at premises switch).

CNR situations are recorded by the technician for tracking purposes through the use of Missed Function codes ("MFCs"). The following are the most commonly used MFCs and the associated definitions:

- **A03** - Interexchange Customer / Internet Service Provider - Order/Supplement Not Received on Time
- **A15** - Interexchange Customer / Internet Service Provider - Previous/Related Order Not Completed. CLEC needs to complete previous order before the completion of the trunking order (often the facility carrier is not complete).
- **A21** - Missed due to CLEC's translations incomplete, incorrect or late and not able to meet critical dates.
- **A23** - CLEC has been notified on or before the due date that the trunk orders are complete (in person over the phone, via voice mail, etc.). The CLEC has not called back to accept / reject / acknowledge that they have completed the order and we do not complete until they do.
- **A34** - CLEC made change in requirements or requested incorrect equipment for the service.
- **A42** - Interexchange Customer / Internet Service Provider - Network Terminal Equipment not available (exclusive of plug-ins) (Loc A or Intermediate)
- **A48** - CLEC has no one present at POP to wire the circuit on or before the due date.
- **A50** - Interexchanges Customer / Internet Service Provider - Interexchange Carrier - No One Present at POP to Test
- **A62** - Interexchange Customer / Internet Service Provider - LCON did not know anything about the circuit
- **A88** - Interexchange Customer / Internet Service Provider - Special Studies
- **D36** - Other Local Exchange Telephone Co. - Customer Not Ready/Other
- **Y88** - The service order was completed on time but were unable to contact the CLEC.

For the months August through December, the following CNR exclusions were taken (see also the attached spread sheet):

- **August**
 - **South Texas** had 1 CNR for missed for MFC A15
 - **Houston:...**
 - ❖ 1 for A15.

- ❖ 1 for A23.
- ❖ 1 for A21
- ❖ 1 for A34
- **Dallas / Ft. Worth** had 2 CNRs - both were A15.
- **Central / West Texas** had 1 CNR for A48.
- September
 - None
- October
 - **Houston...**
 - ❖ 5 for A15.
 - ❖ 1 for A48.
 - **Dallas / Ft. Worth**
 - ❖ 1 for A03
 - ❖ 2 for A15
 - **Central / West Texas** had 1 CNR for A23.
- November
 - **South Texas**
 - ❖ 4 for A15.
 - ❖ 1 for A42.
 - **Houston**
 - ❖ 11 for A15.
 - ❖ 3 for A23.
 - ❖ 2 for A21
 - ❖ 3 for A34
 - ❖ 1 for Y88
 - **Dallas / Ft. Worth**
 - ❖ 1 for A03.
 - ❖ 3 for A15.
 - ❖ 1 for A25.
 - ❖ 1 for A48.
 - ❖ 1 for Y88.
 - **Central / West Texas**
 - ❖ 1 for A15.
 - ❖ 1 for A23.
 - ❖ 1 for A62.
 - ❖ 2 for Y88.
- December
 - **South Texas**
 - ❖ 8 for A15.
 - ❖ 7 for A48.
 - **Houston**

- ❖ 10 for A15.
- ❖ 1 for A23.
- ❖ 1 for A25
- ❖ 4 for A48
- ❖ 6 for Y88
- **Dallas / Ft. Worth**
 - ❖ 1 for A03
 - ❖ 11 for A15.
 - ❖ 3 for A23.
 - ❖ 1 for A34.
 - ❖ 2 for A50
 - ❖ 1 for Y88.
- **Central / West Texas**
 - ❖ 3 for A15.
 - ❖ 1 for A21.
 - ❖ 1 for A23.
 - ❖ 1 for A48
 - ❖ 2 for A88.
- **January**
 - **South Texas**
 - ❖ 2 for A15.
 - ❖ 2 for A48.
 - ❖ 2 for A62
 - **Houston**
 - ❖ 4 for A15.
 - ❖ 3 for A21.
 - ❖ 2 for A23.
 - ❖ 1 for A25
 - ❖ 1 for A42
 - ❖ 2 for A48
 - **Dallas / Ft. Worth**
 - ❖ 21 for A15.
 - ❖ 2 for A23.
 - ❖ 1 for A50.
 - ❖ 1 for A62
 - ❖ 1 for D36.

PM 73.1: Percentage Held Interconnection Trunks Greater than 90 Days

PM 73.1 captures all interconnection trunk orders for which SWBT misses the customer-desired due date or the 20 business day interval (whichever is longer) due to a lack of facilities. All such orders are captured and tracked, regardless of whether the lack of facilities condition exists for 1 day or for more than 90 days. However, under the current business rules, SWBT is only liable for payment of penalties on those held orders which

are not completed within 90 days. There were no held orders due to lack of facilities during the period October 1999 through January 2000.

Explanation of How to Read the Address Sections of a Customer Service Record (CSR)

There are two basic sections on a CSR that provide the necessary address information, the first is the Listed Address (Field Identifier (FID) LA) and the second is the Service Address (FID SA). The information on formatting for these two FIDs is covered in the Universal Service Order Practice (USOP) Manual. This is also conveyed in several CLEC training courses, including Southwestern Bell Order Retrieval and Distribution (SORD), Consumer Easy Access Sales Environment (CEASE), Business EASE and the CLEC Directory Listing Workshop. FID LA is a required entry on each service order. FID SA is only required if the Listed Address is indefinite or is omitted from the directory (i.e., the listed address contains the (OAD) entry).

Understanding the format for these addresses is covered by the instructor in each of these courses, however, the formatting basics can also be determined simply by reviewing the CSRs. Most listed addresses consist of two basic entries; the house number and the street name. The zip code is also easy to identify as it follows the FID DZIP. These three pieces provide enough information to validate the majority of the addresses. The community name is also usually shown, as part of the service address, but it is normally optional when validating an address.

VERIGATE CSR OUTPUT:

LISTED ADDR : 530 MCCULLOUGH
/DZIP 78215
SERVICE ADDR : 530 MCCULLOUGH,
SAN ANTONIO,
TX/DZIP 78215

DATAGATE CSR OUTPUT:

ListedAddrDescription=[LISTED ADDR]
ListedAddress=[530 MCCULLOUGH /DZIP 78215]
ServiceAddrDescription=[SERVICE ADDR]
ServiceAddress=[530 MCCULLOUGH, SAN ANTONIO,TX/DZIP 78215]

CORBA CSR LISTED ADDRESS OUTPUT:

```
address=[530 MCCULLOUGH      /DZIP 78215]
  city=[]
  stateOrProvince=[]
  country=[USA]
  postalCode=[]
]
```

CORBA CSR SERVICE ADDRESS OUTPUT:

```
serviceAddress=[
  address=[530 MCCULLOUGH,    SAN ANTONIO,TX]
  city=[]
  stateOrProvince=[]
  country=[USA]
  postalCode=[78215]
]
```

EDI CSR LISTED ADDRESS OUTPUT

N3~530 MCCULLOUGH /DZIP 78215~

EDI CSR SERVICE ADDRESS OUTPUT

N3~530 MCCULLOUGH, SAN ANTONIO, TX~
N4~~~78215~

As these examples show, the information shown on the CSR output is basically the same no matter what interface is used. For further information, CLECs may refer to the explanation in the USOP Manual for FID LA and/or SA. This document is available to the CLECs through their Account Manager or they may access it online at the CLEC Handbook website: <https://clec.sbc.com>. A summary of the information available in the USOP Manual is included below to further explain the format of these two FIDs.

As explained in the USOP Manual, the FID LA indicates the address used for listing services products and directory delivery. The USOP Manual identifies nine different elements that can make up the Listed Address. These consist of [1] Degree of Indentation, [2] Omit Address, [3] House Number, [4] House Number Prefix, [5] Street Name, [6] Street Name Prefix or Suffix, [7] Community Name, [8] State Name and [9] Listing Instruction Code. Some or all of these fields may be required, depending upon the address.

If Degree of Indentation is present it is enclosed in parenthesis, i.e., (1). If Omit Address is present it will consist of the specific code set OAD that is also enclosed in parenthesis, i.e., (OAD). The House Number element contains the house number or if the address does not have a house number an AT (@) symbol is entered. If the house number has a suffix, it will be entered in the House Number field after a hyphen (-). If the House Number Prefix element is used, a code set entry of (HFX) will be included in the Street Name element. If a House Number Prefix is not required, the House Number and Street Name are separated by space. The Street Name element contains the street name. If there is no street name a comma must precede the community name. The House Number Prefix or Suffix element follows the Street Name element. If used, it is separated from the Street Name by a space and Street Name must include a code set entry to identify if it is a prefix (code set (PFX)) or a suffix (code set (SFX)). If Community Name is present it is separated from State Name by a comma. If Listing Instruction Code is present it will be enclosed by parenthesis.

According to the USOP Manual, the FID SA indicates the physical address, including city and state, at which telephone service is located. The USOP Manual also explains that there are five elements that make up the Service Address. These include [1] House Number, [2] House Number Suffix, [3] Street Name, [4] Community Name and [5] State Name.

The House Number element may contain the house number or an AT (@) sign. If House Number Suffix is used it will be separated from the House Number with a hyphen (-). The Street Name element may contain the street name prefix (PFX) or suffix (SFX) code sets as well as the street name. The Community Name element is required and will be separated from Street Name with a comma. The State Name element is also required and is separated from Community Name with a comma.

If an address has supplemental location information associated with it, this information will appear after the FID LOC. This FID, which may appear with either FID SA or LA contains the Building information (code set BLDG, WING or PIER) followed by a space and the numerical or alphabetical designation for the building. Other possible code sets include Floor (FLR), Apartment (APT), Lot (LOT), Room (RM), Slip (SLIP), Suite (SUITE) or Unit (UNIT). If multiple elements appear they will be separated from one another by a semicolon (;).

To further show the ease of transferring this information from a CSR to a service order, different service order inputs are shown below.

SORD LISTED ADDRESS (LA) & SERVICE ADDRESS (SA) INPUT:

LA 530 MCCULLOUGH
/DZIP 78215
SA 530 MCCULLOUGH,
SAN ANTONIO,
TX/DZIP 78215

LEX SERVICE ADDRESS INPUT

New	TEST - LOOPW/POR	01	9318	08-12-1998 11:11 AM	Loop with Unbundled Local Switching
New	TEST - DISC	01	9318	08-11-1998 01:54 PM	Resale
New	RESALE- TEST	01	9318	08-10-1998 03:16 PM	Resale

530		(blank)	McCullough		
					(blank)
San Antonio	Texas	78215-			
) - x			(blank)

Error POC SDC to Agency

LEX LISTED ADDRESS INPUT:

New	TEST - LOOPW/POR	01	09318	08-12-1998 11:11 AM	Loop with Unbundled Local Switching
New	TEST - DISC	01	09318	08-11-1998 01:54 PM	Resale
New	RESALE- TEST	01	09318	08-10-1998 03:16 PM	Resale

530

(blank)

McCullough

San Antonio

Texas

78215

Accessible



SOUTHWESTERN BELL – Initial Requirements for March 18th Toolbar Trouble Administration Release

Date: February 18, 2000

Number: **CLECSS00-018**

Contact: Southwestern Bell Account Manager

This Accessible Letter provides the Initial Requirements for the next scheduled Toolbar Trouble Administration release, version 5.1.2. This mandatory release will become available for downloading at 12:01 am (CDT) on Saturday, March 18, 2000.

The following functionality changes are being made:

- Trouble Administration is being enhanced to provide the ability to create trouble reports on or after the service order Due Date. A verification message will be returned when an inquiry is submitted for a telephone number formatted circuit (for UNE-P and Resale) not matching the CLEC user profile. The verification message will read:

OUR RECORDS INDICATE THIS TELEPHONE NUMBER IS NOT PART OF YOUR USER PROFILE

The Attachment provides a detailed clarification of the enhancements included in this release. An updated version of the Trouble Administration User Guide will be available through your Account Manager or under Job Aids on the IS Call Center location of the CLEC web site on <https://clec.sbc.com> by March 15, 2000.

Per the Change Management Process, CLECs may provide comments on these Initial Requirements to their Account Managers through Thursday, February 24th.

Attachment

Enhancements for Trouble Administration Version 5.1.2
Available at 12:01 am on Saturday, March 18, 2000
Mandatory Release

OUR RECORDS INDICATE THIS TELEPHONE NUMBER IS NOT PART OF YOUR USER PROFILE

Trouble Administration is being enhanced to provide the ability to create trouble reports on or after the service order Due Date. This enhancement is a Southwestern Bell process upgrade and will not require any additional input on any of the Trouble Administration application screens.

In the current process of reporting trouble using the Toolbar Trouble Administration (TB/TA) application, a trouble report can not be taken until the service order has posted. This is because the service order will not update to the repair and maintenance databases until it has posted in the CRIS or CABS billing system. With this enhancement, TB/TA will allow the CLEC user to enter service affecting trouble reports on telephone number formatted services (for Resale and UNE-P) associated with recent service order activities either in pending or completion status.

Under the new process, a verification message will be returned when an inquiry is submitted for a telephone number formatted circuit not matching the CLEC user profile. This new verification response will be:

"Our Records indicate this Telephone Number is not part of your User Profile, do you wish to continue? "

Upon receipt of this response, the CLEC will be given two options. The CLEC may either enter:

- "YES" - continue in creating a mechanized trouble report on a telephone number not matching the CLEC user profile; or
- "NO" - cancel the transaction

The normal functionalities (i.e.; Trouble History, Trouble Ticket Status, MLT Test) currently available for trouble reports entered in Trouble Administration will also be provided on trouble reports entered under the new enhancement.